



## MEMORANDUM

**TO:** Mayor and Council Members  
**FROM:** Denise Lucas, Development Services Department Director  
**DATE:** June 29, 2021  
**SUBJECT:** Opening the Permitting and Development Center to Customers – July 6, 2021

The purpose of this memo is to provide an update on opening the Permitting and Development Center to customers starting July 6, 2021.

In summer 2020, construction of the Permitting and Development Center (PDC) was completed. Occupation was scheduled to occur shortly after but was delayed as a result of the COVID-19 pandemic. Reintegration for a majority of PDC employees began early this month. We are happy to announce that beginning July 6th, we will begin seeing customers in-person in the new PDC who come in for a scheduled appointment or walk in to schedule an appointment.

The PDC brings together resources and expertise from multiple City departments which provide permitting and development services for our community. The new facility is designed to provide a seamless development process, all in one place, for residential and commercial customers and special events. All pertinent department representatives will be co-located at the PDC.

Customers can access details about doing business at the PDC, including business hours, parking information, and processes at the building by visiting [www.austintexas.gov/pdc](http://www.austintexas.gov/pdc). From here, customers will also be able to schedule virtual and in-person appointments in both English and Spanish. Similar information will be sent out through the Development Services Department (DSD) newsletter and other communication platforms.

As we begin our transition back to in-person services, DSD will continue to work with all partner departments with a presence in the PDC to ensure consistency in service delivery. We anticipate there will be opportunities to make changes and improvements to the customer experience both our employees and customers begin to occupy the new facility.

For more information about the building operations please contact Denise Lucas, Development Services Department Director, at [denise.lucas@austintexas.gov](mailto:denise.lucas@austintexas.gov).

cc: Spencer Cronk, City Manager  
Assistant City Managers  
PDC Partner Departments